

Customer Surveys

Online Survey

Question 1 – Was the letter/email clear in what it was asking you to do?

- 72 (93.5%) Yes
- 5 (6.5%) No

Question 1a – In terms of the letter, what could we have done better?

- 4 suggestions were made.
 - The letter could have explained what to do more easily
 - Print too small - not everyone know how to enlarge print
 - Could have sent me a form instead to fill in
 - Just show a critical path for people to follow rather than just the written word

Question 2 – How useful did you find the additional guidance sheets

- 5 (6.3%) Not at all
- 32 (40.5%) Fairly useful
- 28 (35.4%) Useful
- 14 (17.7%) Very Useful

Question 3 – How easy did you find completing the process

- 19 (24.1%) Very easy
- 32 (40.5%) Easy
- 20 (35.4%) A little difficult but manageable
- 8 (10.1%) Complicated

Question 4 – What did you think worked well and why?

- 40 responses, these included reference to easy to use, simple, clear instructions, straightforward language, purpose clear

Question 5 – What did you find difficult to do and why?

- 39 responses, these included reference to nothing was difficult, anything online is a complication, red writing, password and technical issues

Question 6 – Do you have access to an internet device?

- 69 (87.3%) Yes
- 10 (12.7%) No

Question 7 – What type of internet device do you use?

- 101 responses in total
- 20 (29.0%) PC
- 45 (65.2%) Laptop
- 6 (8.7%) Ipad
- 8 (11.6%) Iphone
- 14 (20.3%) Smartphone
- 7 (10.1%) Tablet
- 1 (1.4%) Other – Windows mobile phone

Question 8 – Where would you normally go to access the internet?

- 1 (10.0%) Library
- 9 (90.0%) Family and Friends
- 0 (0.0%) Jobcentre

- 0 (0.0%) Other

Question 9 – What do you mainly use the internet for?

172 responses in total

- 38 (49.4%) Paying Bills
- 35 (45.5%) Buying Goods
- 27 (35.1%) Searching for Jobs
- 57 (74.0%) Looking for information
- 6 (7.8%) Applying for benefits
- 9 (11.7%) Other – social media, games, emails, business (self employed), banking

Question 10 – Would you be happy to continue claiming benefits and reporting changes which may affect your benefit?

- 69 (86.3%) Yes
- 11 (13.8%) No

Question 10a – Reasons why you don't want to process own changes

- 8 responses, including not IT literate/poor IT skills, don't trust internet, prefer speaking to a person, prefer it in writing and if there is no alternative will struggle to do it

Question 11 – What can we do to improve your confidence or support you?

- 28 responses, including nothing, IT courses, affordability, uncomfortable in being forced to use digital services, plain English, use family and friends for support, had to visit office with evidence so why do it online? and free helpline service

Question 12 – Are you aware of Universal Credit and what it might mean for you?

- 20 (25.3%) Yes
- 59 (74.7%) No

Question 12a – Where did you find out about Universal Credit and have you any other concerns?

- 7 responses, including Carers Forum, Internet, Leaflet, Housing Officer, Council newsletter

77 of the above claimants also answered the Equalities questions – some key findings were

- 54 (71.1%) Female with the majority of those being heterosexual
- 50 (65.8%) were aged 35 – 54
- 34 (45.3%) considered themselves having a health problem with long standing illnesses and physical and mental health issues being the top problems

Telephone Survey – Cohorts 1 and 2

Question 1 – Did you receive either our initial or reminder letter?

- 120 (89.6%) Yes
- 13 (9.7%) No
- 1 Did not provide any answer

Question 2 – Was the letter clear in what it was asking you to do?

- 78 (70.3%) Yes
- 33 (29.7%) No

Question 3 – How useful did you find the additional guidance sheets?

- 8 (9.4%) Not at all
- 16 (18.8%) Fairly useful
- 61 (71.8%) Useful - Very Useful

Question 4 – You said you found the inserts is there anything we could do to make them better or alternatively what else do you think may have been more useful to you?

- 18 responses, the answers were contradictory from making even more simpler to they thought it was clear.

Question 5 – Have you tried to register for an account?

- 79 (65.8%) Yes
- 41 (34.2%) No

Question 6 – How easy did you find registering for an account?

- 75 (77.4%) Easy to Very Easy
- 6 (7.6%) Bit difficult but manageable
- 11 (15.0%) Difficult

Question 7 – You said you found the registering for an account is there anything we Could do to improve it eg wording, questions etc ?

- Responses ranged from improving receiving passwords, make it simpler, support offered and lack of internet access

Question 8 – Did you successfully complete the Registration process, receive a password and manage to log in?

- 29 (21.6%) Yes
- 46 (61.3%) No

Question 9 - Have you tried to complete the CTS Review online process?

- 23 (67.6%) Yes
- 11 (32.4%) No

Question 10 – If answered No – what would encourage you to try and complete the process?

- no responses were recorded

Question 11 – If answered Yes - did you successfully fully complete the CTS Review process?

- 22 (75.9%) Yes
- 7 (24.1%) No

Question 12 – How easy did you find completing the process?

- 15 (65.2%) Easy to Very Easy
- 6 (26.1%) A little Difficult but manageable
- 2 (8.7%) Very Difficult Question

Question 13 – Do you have access to an internet device at home?

- 89 (66.9%) Yes
- 44 (33.1%) No

Of those who had access to internet devices at home see the table below for detail of the type of device recorded

Device	Number	%
Laptop	52	41.9%
Smart Phone	44	35.5%
PC	22	17.7%
Tablet	6	4.9%

Total	124
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Question 14 - Where would you normally go to access the internet?

- 121 responses, out of those 13 indicated that they never use the internet
- see the table below for full details of those who did state an option

Location	Number	%
Library	50	46.3%
Family and Friends	48	44.4%
Other	9	8.3%
Jobcentre	1	1.0%
Total	108	

Question 15 – What do you mainly use the internet for?

- 194 responses, out of those 18 indicated that they never use the internet to make any transactions. Of those who did use the internet to access services see the table below for detail

Service	Number	%
Buying/Paying Goods	74	42.5%
Looking for information	55	31.3%
Search for Jobs	20	11.4%
Other	18	10.2%
Social Media	7	3.1%
Work/Children's homework	2	1.5%
Total	176	

Question 16 - On a scale of 0 – 5 (0 being least confident and 5 being extremely confident) how confident do you feel about using the internet for each category in Qs 15?

- 121 responses, scores from the various categories were aggregated,
- 83 (68.5%) Confident to extremely confident
- Average score was 3.25

Question 17 – Can you think of any way in which we can improve your confidence if needed?

- The majority did not answer this question of those who did
- 18 suggested providing some courses and sessions
- 4 to offer some assistance when needed

Question 18 – We are considering running basic IT courses – would you be interested in attending?

- 34 (30.4%) Yes
- 64 (57.1%) No

Telephone Survey – Cohorts 1 and 2 and 3

We attempted to contact all customers by telephone who had only partially engaged or not at all from all the Cohorts 1 week after the final reminder stage (423). 95 individuals responded (4.5%). The results are as follows

Question 1 – Did you receive either our initial or reminder letter?

- 42 (44.2%) Yes
- 53 (55.8%) No

Question 2 – Was the letter clear in what it was asking you to do?

- 78 (70.3%) Yes
- 33 (29.7%) No

Question 3 – How useful did you find the additional guidance sheets?

- 20 (21.1%) Not at all
- 31 (32.6%) Fairly useful
- 44 (46.3%) Useful - Very Useful

Question 4 – Have you tried to register for an account?

- 52 (54.7%) Yes
- 43 (45.3%) No

Question 6 – How easy did you find registering for an account?

- 37 (75.5%) Easy to Very Easy
- 4 (8.2%) Bit difficult but manageable
- 8 (16.3%) Difficult

Question 7 – Did you successfully complete the Registration process, receive a password and manage to log in?

- 29 (55.8%) Yes
- 23 (44.2%) No

Question 8 – If answered No – what was the reason for this?

- 15 responses, 7 stated password didn't work and 8 stated didn't receive a password

Question 9 - Have you tried to complete the CTS Review online process?

- 30 (57.7%) Yes
- 22 (42.3%) No

Question 10 – If answered Yes – did you successfully fully complete the CTS Review process?

- 19 (63.3%) Yes
- 11 (36.7%) No

Question 11 – How easy did you find completing the process?

- 14 (93.3%) Easy to Very Easy
- 1 (6.7%) A little Difficult but manageable

Question 12 – Do you have an email address?

- 74 (78.7%) Yes
- 20 (21.3%) No

Question 13 – Do you have access to an internet device at home?

- 64 (68.1%) Yes
- 30 (31.9%) No

Of those who had access to internet devices at home see the table below for Details of the type of device recorded

Device	Number	%
Laptop	31	39.7%
IPhone	12	15.4%
PC	12	15.4%
Smart Phone	10	12.8%
Tablet	7	9.1%
Ipad	5	6.4%
Other	1	1.2%
Total	78	

Question 14 – Where would you normally go to access the internet?

- see the table below for full details of those who did state an option

Location	Number	%
Family and Friends	53	53.5%
Library	20	20.2%
Other	24	24.2%
Jobcentre	2	2.1%
Total	99	

Question 15 – What do you mainly use the internet for?

- 190 responses, out of those 18 indicated that they never use the internet to make any transactions. Of those who did use the internet to access services see the table below for detail

Service	Number	%
Search for Jobs	41	21.6%
Looking for information	38	20.0%
Paying Bills	29	15.3%
Buying/Paying Goods	22	11.6%
Applying for benefits	15	7.9%
Other	45	23.68%
Total	190	

Question 16 – On a scale of 0 – 5 (0 being least confident and 5 being extremely confident) how confident do you feel about using the internet for each category in Qs 15?

- 51.4% Confident to extremely confident
- Average score was 4.04

Question 17 – Are you aware you will need to make claims for Universal Credit online?

- 33 (35.1%) Yes
- 61 (64.9%) No